

SUMTER

FAMILY HEALTH CENTER

Caring For Our Community's
Health and Well Being

JOB POSTING

Dental Administrator

Position Summary:

The Dental Practice Administrator is responsible for overseeing the efficient and smooth operation of Sumter Family Health Center's dental services, and providing leadership and administrative supervision to the dental team. The Dental Practice Administrator ensures that the dental team provides quality, professional, and courteous service to patients and community members.

Duties and Responsibilities:

- Manages the day-to-day operations of the dental practice
- Maintains excellent customer relations with all patients, family members and caregivers
- Maintains strong working relationships with referring dentists
- Demonstrates cooperative team, co-worker and community relationships by remaining friendly, polite, helpful, open-minded, and non-critical/judgmental of others.
- Promotes a calm and effective work environment by maintaining appropriate emotional control and displaying appropriate behavior at all times.
- Demonstrates sound knowledge of all safety procedures and management of Protected Health Information, privacy, and confidentiality.
- Responds to patient complaints and queries in a sympathetic and polite manner
- Keeps the patient information leaflets, practice brochures and other patient communications up-to-date in the practice
- Completes credentialing process with insurance companies, as needed
- Completes insurance enrollment for Dentists and other licensed staff, as required
- Ensures the dental team properly utilizes Electronic Dental Record software to document all patient encounters and billing information
- Oversees the processing and submission of insurance claims
- Oversees the administration of the sliding fee discount program
- Ensure day sheets are reconciled and reviews for accuracy
- Ensures daily deposits are correctly counted and documented
- Works closely with the Finance/Billing Department to identify errors that generate delays in payment
- Works closely with the Quality Department to ensure implementation of and compliance with all required documentation related to quality goals
- Organizes, attends and participates in practice meetings, and ensures meeting minutes are properly documented
- Works with CCO and Community Development Director on the planning, developing and implementing new strategies for marketing the practice
- Works with CCO on the designing and planning new services the practice can provide
- Facilitates the setting up and launch of new services

- Takes a lead role in the hiring, orientation, training and development of assigned staff
- Provides coaching and counseling utilizing Center-approved performance feedback tools and methods
- Approves time and attendance for all assigned staff, along with requests for time off to ensure adequate coverage at all times
- Works with Human Resources to ensure dental team's training, licenses and certification are up-to-date
Organizing computer training for practice team
- Assesses training needs of team and works with CCO and/or Human Resources to address
- Keeps CCO informed of concerns related to patient services or employee performance
- Assists in providing process improvement reports for improving quality of patient care
- Performs other miscellaneous job-related duties as assigned by supervisor

Qualifications:

Education and Experience:

- High School Diploma or equivalent required.
- 3-5 years of Dental Office Experience required; FQHC dental experience a plus.
- Supervisory experience strongly preferred; demonstrated leadership ability required.

Knowledge, Skills and Abilities:

- Ability to effectively build, lead and supervise a team of employees
- Ability to analyze processes to identify areas in need of improvement.
- Ability to effectively implement process changes
- Positive Attitude
- Excellent verbal communication and listening skills
- Excellent telephone etiquette
- Excellent writing skills
- Strong math skills
- Ability to establish rapport and deal tactfully with persons from varied racial, ethnic, cultural and/or economic backgrounds
- Ability to maintain confidentiality of patient information
- Ability to respond quickly and appropriately to questions and requests
- Ability to remain calm and professional in stressful or emergency situations
- Ability to politely and clearly explain payment requirements to patients
- Strong organizational and follow-up skills
- High attention to detail
- Computer proficiency in Windows operation system (Microsoft Outlook, Word and Excel)
- Ability to learn and correctly use Electronic Health Record software programs

Work Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-worker, patients and their families. Potential for rare exposure of blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

Physical Demands:

Considerable standing, walking, or sitting. Lifts supplies/equipment up to 20 lbs. occasionally, and/or up to 10 lbs. frequently. Occasional reaching, stooping, bending, kneeling and crouching.

Schedule and Benefits:

Full-time position primarily working Monday 8:00am – 5:00pm, Tuesday 8:00am – 7:00pm, Wednesday 8:00am – 5:00pm, Thursday 8:00am – 7:00pm, and Friday 8:00am – 12:00pm. Comprehensive benefits package including health, dental, vision and life insurance. Paid time off and holiday pay.

How to Apply:

If you are interested in applying for a position at SFHC, please print and complete the [Employment Application](#).

Return your completed application to:

Sumter Family Health Center

Attn: Human Resources

1278 N. Lafayette Drive

Sumter, SC 29150